

The Beeches Medical Centre

Winter 2025 Newsletter

"Our aim is to deliver an equitable, patient driven, high quality and caring primary health care service without prejudice to patients of the practice."



Use the Right Service



 <p>Self Care Care for yourself at home</p> <p>Minor cuts & grazes Minor bruises Minor sprains Coughs and colds</p>	 <p>Pharmacy Local expert advice</p> <p>Minor illnesses Headaches Stomach upsets Bites & stings</p>	 <p>NHS 111 Non-emergency help</p> <p>Feeling unwell? Unsure? Anxious? Need help?</p>	 <p>GP Advice Out of hours: Call 111</p> <p>Persistent symptoms Chronic pain Long term conditions New prescriptions</p>	 <p>UTCs Urgent Treatment Centres</p> <p>Breaks & sprains X-rays Cuts & grazes Fever & rashes</p>	 <p>A&E or 999 For emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
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Facebook.com/
TheBeechesMedicalCentre

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From the staff here at Beeches Medical Centre, we wish all of our patients a wonderful Christmas and New Year!

Service Information

Important Update: Prescription Processing Times

From **1 January 2026**, our prescription processing time will change from **48 to 72 working hours**.



This means that once we receive your prescription request from you or your pharmacy, it will be processed and sent electronically to your nominated pharmacy within **3 working days**.

You can check the **NHS App** (or other online services) to see when your prescription has been issued by the practice.

Please note: this does **not** mean it is immediately ready to collect — your pharmacy will still need time to dispense it.

Please:

- Order your medication in good time (**at least 7 days** before you run out).
- Do not phone the practice to chase prescriptions before **72 working hours** have passed, as this blocks phone lines for urgent care.
- Contact your pharmacy first for any queries about when your medication will be ready to collect.

This change is to help us manage workload safely and ensure we can continue providing safe care for all our patients.

We would also like to politely remind patients that it is **your responsibility** to order prescriptions in good time — especially if medication may run out over a **weekend or bank holiday**.

Staff News

We have welcomed our new Practice Manager, Claire in October 2025. We also said goodbye to our receptionist, Ann, who retired in October.

Halton Christmas Toy Appeal

Thank you so much to our wonderful patients and staff who donated towards this years toy appeal. We were able to collect so many gifts for the young girls and boys in our local area.



PACO GP Launch—Confirmed date!

We will be switching from **PATCHS** to a new system called **Blinx PacoGP** on **29th January 2026**.

What are the major changes for you as patients?

Login Process: With Blinx's PacoGP, you will no longer need to create an account or remember a password. Instead, you can log in using your NHS number and Date of Birth.

Health Forms: PacoGP makes it easy to submit requests, whether they are administrative, medical, or other, by completing health forms. These forms feature clear and concise questions created to improve our online services' efficiency. Our reception team will be processing the same health form you can access online, therefore if you are able, this will be your quickest method to get through to the practice.

Messages From The Practice: We will also be using PacoGP as our communications service. This means you should expect to see email communications from **"no-reply@blinxhealth.com"**. Please be aware that this is not a scam and is the practice trying to contact you. SMS communications will still appear as: **'NHSNoReply'**

DNA Policy

Due to a recent increase in missed appointments, we are introducing a DNA (Did Not Attend) policy. Missed appointments limit access for other patients, increase waiting times, and reduce the effective use of clinical time.

This policy aims to encourage patients to cancel appointments they cannot attend, helping us offer timely care and ensure fair access to GP services for all patients. Thank you for your support in applying the policy consistently.

The policy will be added to our website in January 2026.



Steps you need to take as a patient

Find Your NHS Number – You will need your NHS number for the new system. You can locate it in your NHS account via the app or through the dedicated service available via the link below – <https://www.nhs.uk/nhs-services/online-services/find-nhs-number/>

Practice closure dates over the festive period.

Thursday 25th December

Friday 26th December

Thursday 1st January

Practice Closure Dates

The practice will be closed from 1:00pm on the following dates for staff training.

Thursday 26th Feb 2026

Wednesday 25th March 2026

Thursday 23rd April 2026